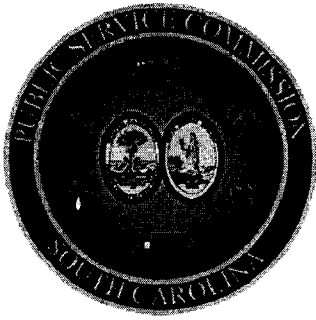


99-467.C
219472



PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME Alternative Phone, Inc

QUARTER / YEAR 3RD / 2009

Reporting Month → JUL AUG SEP

Number of South Carolina Customer Access Lines Provided:

via Resale → 32 35 35

via UNE-P → 0 0 0

via Other Methods →

Total South Carolina Line Count → 32 35 35

Trouble Reports / Access Line (%) → 0.0% 0.0% 0.0%
(Objective: < 7%)

Customer Out of Service Clearing Times (%) → 100% 100% 100%
(Objective: > 85% w/in 24 hrs)

New Installs Completed w/in 5 Days (%) → 100% 100% 100%
(Objective: > 85% w/in 5 working days)

Commitments Fulfilled (%) → 100% 100% 100%
(Objective: > 85%)

Explanation for Objectives Not Met:

Does your company use its own switching facilities
to provide services within South Carolina? → YES ☐ or NO ☒

Person Making Report / Contact Information: Robert Hipke 352-387-1112 roberth@alternativephone.com